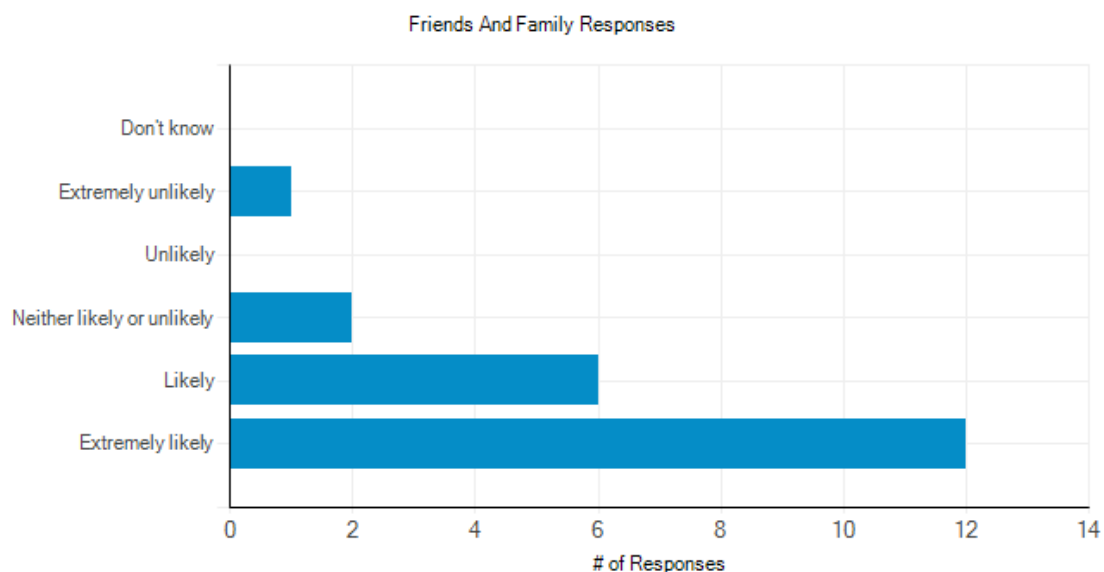


Friends and Family Test Results – November 2015  
The Bovey Tracey and Chudleigh Practice



**Comments received:**

Response #1:

Dr Mills was extremely professional and I am really pleased she is part of your team.

Response #2:

Flu injections not available. Online services useless. Some doctors rude and uncaring. Overall, the standard of services at this surgery falls far short of that at other local practices.

Response #3:

I have always been treated with patience and respect.

Response #4:

Delightful, efficient nursing staff. Friendly, professional GP.

Response #5:

The service was/ as always extremely well organised, efficient and friendly. Receptionist quite excellent. Doctor professional, reassuring and expert in treatment.

Response #6:

I have always received good diagnosis from whom ever I have seen. The only trouble is not always seeing the same doctor, but they can see my notes.

Response #7:

Always excellent treatment.

Response #8:

Because the early morning doctor referral system proved to be so effective. I didn't think that my

symptoms, albeit extremely painful, would be regarded as being particularly important in the scale of clinical importance, and was just expecting to be given useful advice from the 'duty doctor phone call'. Instead, an examination appointment was provided resulting in 'extremely grateful' pain relief being provided. I was initially feeling that I was probably being a nuisance, but from the admin lady to the doctor I was made to feel that 'I mattered'! Thank you so much.

Response #9:

Great service, very helpful.

Response #10:

Practice usually helpful and accommodating.

Response #11:

Too long to wait for an appointment and also a telephone call.

Response #12:

Quick to get an appointment. Friendly staff.

Response #13:

Attentive and helpful. Doctors and nurses caring and efficient.

Response #14:

Good GP, need to have phone to speak to doctor less than two weeks, long time when not well.

Response #15:

I've always been satisfied by my treatment.

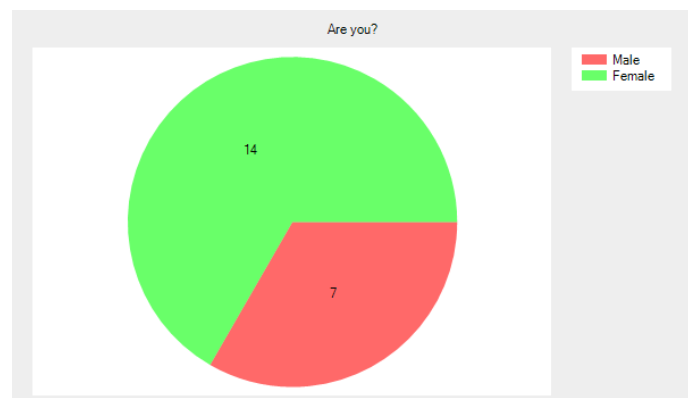
Response #16:

Prompt, excellent service. Lots of info.

**To ensure that the feedback we receive represents our practice population, please provide the following details.**

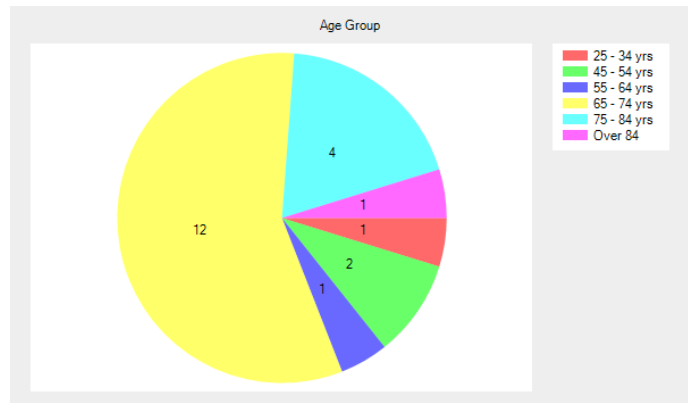
**Are you?**

- Male - **7** (33.3%).
- Female - **14** (66.7%).
- Prefer not to say - **0** (0.0%).
- No response - **0** (0.0%).



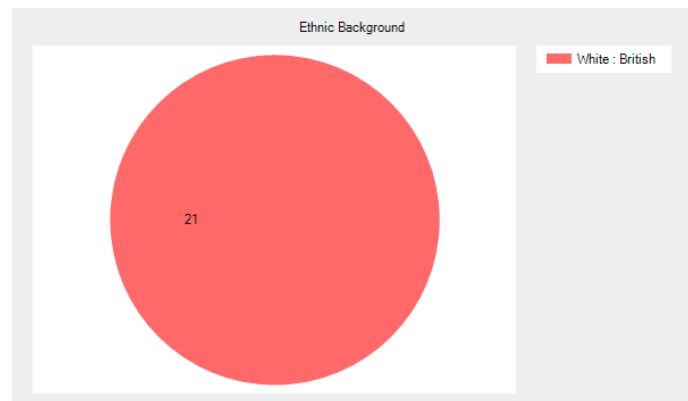
### Age Group

- Under 16 - **0** (0.0%).
- 17 - 24 yrs - **0** (0.0%).
- 25 - 34 yrs - **1** (4.8%).
- 35 - 44 yrs - **0** (0.0%).
- 45 - 54 yrs - **2** (9.5%).
- 55 - 64 yrs - **1** (4.8%).
- 65 - 74 yrs - **12** (57.1%).
- 75 - 84 yrs - **4** (19.0%).
- Over 84 - **1** (4.8%).
- No response - **0** (0.0%).



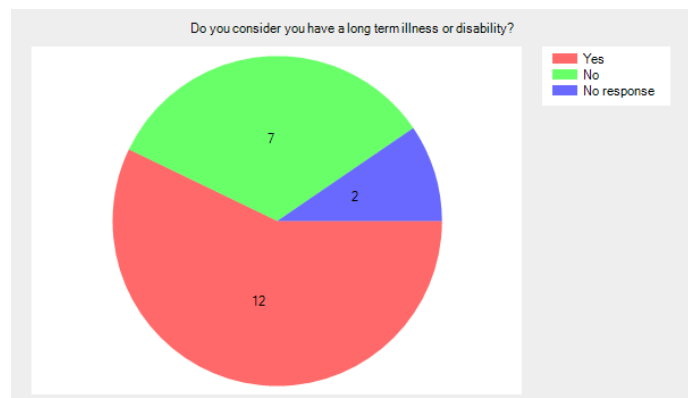
### Ethnic Background

- White : British - **21** (100.0%).
- White : Irish - **0** (0.0%).
- Mixed : White & Black Caribbean - **0** (0.0%).
- Mixed : White & Black African - **0** (0.0%).
- Mixed : White & Asian - **0** (0.0%).
- Asian or British Asian : Indian - **0** (0.0%).
- Asian or British Asian : Pakistani - **0** (0.0%).
- Asian or British Asian : Bangladeshi - **0** (0.0%).
- Black or Black British : Caribbean - **0** (0.0%).
- Black or Black British : African - **0** (0.0%).
- Other : Chinese - **0** (0.0%).
- Other : Other Ethnic Group - **0** (0.0%).
- No response - **0** (0.0%).



### Do you consider you have a long term illness or disability?

- Yes - **12** (57.1%).
- No - **7** (33.3%).
- Do not wish to disclose - **0** (0.0%).
- No response - **2** (9.5%).



### Which surgery do you usually attend?

- Riverside, Bovey Tracey - **20** (95.2%).
- Tower House, Chudleigh - **1** (4.8%).
- No response - **0** (0.0%).

